Date: January 23, 2009

Alert Number: 0058

To: Personal Care Providers Requesting Prior Authorization via the ForwardHealth Portal

Re: Prior Authorization Requests for Personal Care Pro Re Nata Hours on the ForwardHealth Portal

Providers using the ForwardHealth Portal to request prior authorization (PA) for annual pro re nata (PRN) hours for personal care services may use the following tips to enter the number of units correctly. On the Service Information screen of the PA request, providers should enter this information into the following fields:

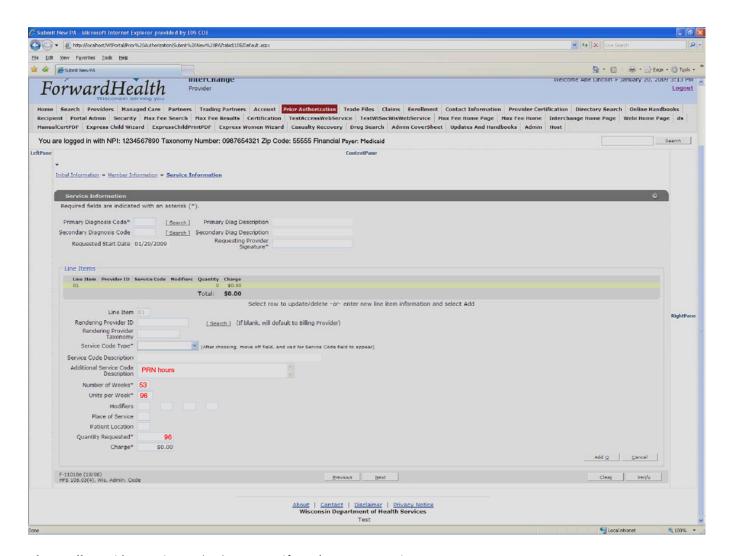
- Additional Service Code Description Indicate that this line item is for PRN hours.
- Number of Weeks Total number of weeks in a year (53).
- Units per Week Total number of PRN units being requested.
- Quantity Requested Total number of PRN units being requested.

Although the field descriptions ask for the number of units per week, PRN hours may be requested annually and PA requests with the total number of units entered into the "Units per Week" field and the "Quantity Requested" field will process correctly. The "Number of Weeks" field should always read "53" when the request is for annual PRN hours.

For example, a provider requesting 96 PRN units per year for personal care services would enter the following information in the following fields on the Service Information screen of the Portal PA request:

- Additional Service Code Description PRN hours.
- Number of Weeks 53.
- Units per Week 96.
- Quantity Requested 96.

This example is also pictured on the next page.



Please call Provider Services at (800) 947-9627 if you have any questions.